

Mission Support Contract

# Performance Evaluation and Measurement Plan



FY15

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## PEMP ORGANIZATION

Fee Determining Official .....	Doug Shoop, Acting RL Manager
Award Fee Review Board Chairperson .....	Karen Flynn, Assistant Manager for Mission Support (AMMS)
Award Fee Review Board Members:	
Deputy Program Director .....	Jeff Bird, Deputy AMMS
Contracting Officer .....	Gigi Branch, MSC Contracting Officer
Program Manager .....	TBD, MSC Program Manager
Contracting Staff Member .....	Tim Corbett, Contract Specialist
Attorney Staff Member .....	Paul Davis, Attorney
Financial Management Staff Member .....	Margo Qualheim, Project Controls Officer
Performance Monitors:	
Infrastructure Services/Information Management .....	Sharee Dickinson, ISI Division Director
Site Stewardship .....	Boyd Hathaway, SS Division Director
Safeguards and Emergency Services .....	Corey Low, SES Division Director
Project Integration Controls .....	Paul Pak, PIC Division Director

## ATTACHMENT J-4-f

### Mission Support Contract FY 2015 Performance Evaluation and Measurement Plan

#### 1. INTRODUCTION

This Performance Evaluation and Measurement Plan (PEMP) contains both objective and subjective performance incentives in order to maximize the efficacy of the Mission Support Contract. The completion criteria for objective incentives consist of the successful completion of specified activities. The completion criteria for subjective incentives are focused on the achievement of high-level strategies, outcomes, and envisioned end states. The completion criteria are based on negotiated integrated priority lists (IPLs) and requisite budget levels commensurate with IPL execution and are subject to adjustment based on actual approved 2015 budget levels. Additionally, specific completion criteria for each respective PI have been established that provide the criteria for the successful completion in terms of measurable deliverables and associated constraints (measurable ranges/delivery dates).

#### 2. ALLOCATION OF AVAILABLE FEE

Because the services to be determined under this contract directly support the mission contractors, and because such services are integral to the environmental cleanup mission at Hanford, DOE will heavily weight the assignment of fee toward the following strategic areas of the contract:

- a. Effective Site Cleanup - Enable mission contractors to achieve their cleanup mission by providing site utilities, infrastructure, and services at the levels required. The key outcomes include:
  - Enabling site contractors to achieve reduced cost of site cleanup
  - Delivering timely service that supports customer key milestones and regulatory commitments
- b. Efficient Site Cleanup - Realize efficiencies by consolidating, integrating, and centralizing sitewide service functions, safety and security programs, and business functions.
- c. Safe and Secure Operations - Maintain high standards for safe and secure operations.
- d. Site Stewardship - Provide sitewide, integrated stewardship for the Hanford Site.

The objective performance incentives are allocated 70% of the available fee and the remaining 30% is allocated to the subjective performance incentive.

#### 3. RATINGS

Payment of fee is subject to the fee reduction terms of this contract and fee determining official (FDO) approval that the contractor has achieved the stated outcome for the performance incentives and satisfying the specific completion criteria. The criteria listed in Table 3.1, Performance Ratings and Definitions, will be used in the evaluation of both objective and subjective incentives. Furthermore, the evaluation of objective incentives will also include a subjective determination regarding quality, timeliness, cost, and effectiveness.

MSA, through the submission of monthly performance incentive reports, shall identify issues potentially affecting the completion of individual performance incentives and the overall success of the contract, with actions taken or recommended to resolve those issues. In the event MSA self-discloses an issue with regard to an incentive in the PEMP and appropriately self-corrects the situation in a timely manner, fee reduction may be waived or mitigated by the FDO.

**Table 3.1, Performance Incentive Ratings and Definitions**

Adjectival Rating	Definition	Percentage of Fee Earned
Excellent	Contractor has exceeded almost all of the significant award-fee criteria and has met overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period. Contractor's work is highly professional. Contractor solves problems with very little, if any, Government involvement. Contractor is proactive and takes an aggressive approach in identifying problems and their resolution, including those identified in the risk management process, with a substantial emphasis on performing quality work in a safe manner within cost/schedule requirements. No significant re-work.	91% to 100%
Very Good	Contractor has exceeded many of the significant award-fee criteria and has met overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period. Contractor solves problems with minimal Government involvement. Contractor is usually proactive and demonstrates an aggressive approach in identifying problems and their resolution, including those identified in the risk management process, with an emphasis on performing quality work in a safe manner within cost/schedule requirements. Problems are usually self-identified and resolution is self-initiated. Some limited, low-impact rework within normal expectations.	76% to 90%
Good	Contractor has exceeded some of the significant award-fee criteria and has met overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period. Contractor is able to solve basic problems with adequate emphasis on performing quality work in a safe manner within cost/schedule objectives. The rating within this range will be determined by level of necessary Government involvement in problem resolution, including those problems identified in the risk management process, and extent to which the performance problem is self-identified vs. Government-identified. Some re-work required that unfavorably impacted cost and/or schedule.	51% to 75%
Satisfactory	Contractor has met overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period. Contractor has some difficulty solving basic problems, and cost, schedule, safety, and technical performance needs improvement to avoid further performance risk. Government involvement in problem resolution, including those problems identified in the risk management process, is necessary. Some rework required that unfavorably impacted cost and/or schedule.	≤ 50%
Unsatisfactory	Contractor has failed to meet overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the award-fee plan for the award-fee evaluation period. Contractor does not demonstrate an emphasis on performing quality work in a safe manner within cost/schedule objectives. Contractor is unable to solve problems and Government involvement in problem resolution, including those problems identified in the risk management process, is necessary. Excessive rework required that had significant unfavorable impact on cost and/or schedule.	0%

#### 4. FEE CALCULATION METHODOLOGY

Table 4.1, Fee Calculation Methodology

STRATEGIC AREA	ALIGNMENT TO CLEANUP MISSION	PERFORMANCE INCENTIVES		FEE
1.0: Effective Site Cleanup	Deliver sitewide services and reliable infrastructure to support the cleanup mission.	1.1	Enable mission contractors to achieve their cleanup mission by delivering timely service and reliable infrastructure that support customer key milestones and regulatory commitments.	38%
2.0: Efficient Site Cleanup	Align resources to efficiently meet site mission needs, strategically align capabilities to the cleanup mission, and implement technologies that reduce cost and improve support for site customers.	2.1	Demonstrate MSA's responsiveness and alignment of resources and equipment to meet the cleanup contractors' project requirements in support of key milestones.	9%
3.0: Safe and Secure Operations	Maintain high standards for safe and secure operations.	3.1	Maintain operational readiness and realize efficiencies through integration, standardization, and consolidation of security systems.	13%
4.0: Site Stewardship	Provide sitewide, integrated stewardship for the Hanford Site	4.1	Achieve effective and efficient utilization of Hanford Site through comprehensive and compliant land management.	10%
Target Objective PI Fee Allocation: $(\$20,774,642 \times 70\% = \$14,542,249)$				70%
5.0: Comprehensive Performance		5.1	Subjective incentive.	30%
Target Subjective PI Fee Allocation: $(\$20,774,642 \times 30\% = \$6,232,393)$				30%

## 5. PERFORMANCE INCENTIVES

**Table 5.1, FY15 Performance Incentives**

*Fee determination and payment will be made in accordance with the Section B clause entitled Fee Determination and Payment. The completion criteria for objective incentives consist of the successful completion of specified activities. The completion criteria for subjective incentives are focused on the achievement of high-level strategies, outcomes, and envisioned end states. The evaluation of all incentives will include a subjective determination regarding quality, timeliness, cost, and effectiveness.*

PERFORMANCE INCENTIVE 1.1		
Enable mission contractors to achieve their cleanup mission by delivering timely service and reliable infrastructure that support customer key milestones and regulatory commitments.	Fee	38%
<b>Strategic Area 1.0: Effective Site Cleanup</b>		
<b>Alignment to the Cleanup Mission:</b> Deliver sitewide services and reliable infrastructure to support the cleanup mission.		

COMPLETION CRITERION 1.1.1					
Demonstrate that the following performance measure targets were met.				Fee	25%
				Due Date	9/30/15
Measure	See performance measures below	Performance Level	See below	Fee Range	See below
DOE Lead	Jeff Bird				
MSA Lead	PK Brockman				

Title	Measure	Target/ Performance Level	Fee Range
Biological Controls – Pest Removal	Days to close service catalog request Percent 3-business-day completion	≥ 85% 80-84% < 80%	91-100% 76-90% 0-75%
Biological Controls – Vegetation	Acres treated Percent on-time campaign fulfillment	≥ 85% 80-84% < 80%	91-100% 76-90% 0-75%
Biological Controls – Tumbleweed Removal	Days to close catalog service request Percent 15-business-day completion	≥ 80% 75-79% < 75%	91-100% 76-90% 0-75%
Crane and Crew Support	Days to fulfill request Percent 2-business-day turnaround time (standard requests) Percent 1-business-day turnaround time (emergency requests)	≥ 85% 80-84% < 80%	91-100% 76-90% 0-75%
Cyber Security - System Patching	Days to deploy patch Percent 7-business-day turnaround time (desktops) Percent 14-business-day turnaround time (databases/servers)	≥ 97% 94-96% < 94%	91-100% 76-90% 0-75%
Dosimetry - External Services	Days to completion Percent 10-business-day turnaround time (routine exchanges) Percent 30-business-day turnaround time (annual exchanges)	≥ 95% 90-94% < 90%	91-100% 76-90% 0-75%
Dosimetry - Records Request Fulfillment	Days to completion Percent 7-business-day turnaround time (FOIA and PA) Percent 45-business-day turnaround time (EEOICPA)	≥ 90% 85-89% < 85%	91-100% 76-90% 0-75%
Electrical – Power Availability	Number of outages to 119 identified important distribution service transformers per year (1 outage=1 transformer out of service)	≤ 50 N/A N/A	91-100% 76-90% 0-75%
Emergency Radio / SONET Transport Availability	Channel hours available per month Percent availability per month	≥ 99% 95-98% < 95%	91-100% 76-90% 0-75%

Title	Measure	Target/ Performance Level	Fee Range
Facilities Maintenance	Number of managed task work completed as scheduled Percent on-time completion	≥ 85% 80-84% < 80%	91-100% 76-90% 0-75%
Fire Protection System Maintenance	Number of scheduled preventive maintenance packages completed Percent on-time completion	≥ 90% 85-89% < 85%	91-100% 76-90% 0-75%
Fire Protection System Maintenance for PFP	Number of scheduled preventive maintenance packages completed Percent on-time completion	≥ 90% 85-89% < 85%	91-100% 76-90% 0-75%
Fleet Services – Heavy Equipment (Cranes)	In-service times Percent in-service	≥ 70% 65-69% < 65%	91-100% 76-90% 0-75%
Fleet Services – Heavy Equipment (Excavators)	In-service times Percent in-service	≥ 90% 85-89% < 85%	91-100% 76-90% 0-75%
Fleet Services – Heavy Equipment (General Purpose)	In-service times Percent in-service	≥ 90% 85-89% < 85%	91-100% 76-90% 0-75%
Fleet Services – Light Equipment (Hanford Patrol)	In-service times Percent in-service	≥ 90% 85-89% < 85%	91-100% 76-90% 0-75%
Fleet Services – Light Equipment (Hanford Fire)	In-service times Percent in-service	≥ 85% 80-84% < 80%	91-100% 76-90% 0-75%
Fleet Services – Light Equipment (Special Purpose Trucks)	In-service times Percent in-service	≥ 90% 85-89% < 85%	91-100% 76-90% 0-75%
HAMMER – Worker Training Completion Input	Number of on-time record entries completed Percent 24-hour turnaround time	≥ 95% 90-94% < 90%	91-100% 76-90% 0-75%
HLAN Availability	HLAN availability Percent availability per year	≥ 99% 95-98% < 95%	91-100% 76-90% 0-75%
PFP Support	Number of loaned labor requests fulfilled Percent fulfillment of loaned labor requests	≥ 95% 90-94% < 90%	91-100% 76-90% 0-75%
Radiological Instrumentation Calibration	Number of on-time requests completed Percent 10-day turnaround time	≥ 90% 85-89% < 85%	91-100% 76-90% 0-75%
SAS Access Denial Request Processing	Number of on-time requests completed Percent one-business day turnaround time	≥ 95% 90-94% < 90%	91-100% 76-90% 0-75%
SAS Remote Sensor Continuity	Sensor system uptime Percent sensor system uptime	≥ 90% 85-89% < 85%	91-100% 76-90% 0-75%
Spent Fuel Activity Support	Number of loaned labor requests fulfilled Percent fulfillment of loaned labor requests	≥ 85% 80-84% < 80%	91-100% 76-90% 0-75%
Water - Potable	Pressure at filter plant	≥ 80-110 psi 66-79 or 111-125 psi < 66 or > 125 psi	91-100% 76-90% 0-75%

Title	Measure	Target/ Performance Level	Fee Range
Water - Raw	Pressure at 282E and 282W	≥ 110-125 psi 90-109 or 126-150 psi < 90 or > 150 psi	91-100% 76-90% 0-75%

COMPLETION CRITERION 1.1.2					
Ensure customer satisfaction for all service catalog requests.				Fee	5%
				Due Date	9/30/15
Measure	Composite average customer satisfaction rating	Performance Level	≥ 4.4 4.3-4.2 < 4.2	Fee Range	91-100% 76-90% 0-75%
DOE Lead	Jeff Bird				
MSA Lead	PK Brockman				

COMPLETION CRITERION 1.1.3					
Implement HNF-54670 (MSA Maintenance Management Program) per the approved implementation schedule.				Fee	4%
				Due Date	9/30/15
Measure	Timeliness, quality, and completeness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Sharee Dickinson				
MSA Lead	Lori Fritz				

COMPLETION CRITERION 1.1.4					
Complete planning for execution of Hanford FY16 infrastructure projects to include electrical upgrades necessary for the Office of River Protection (ORP).				Fee	3%
				Due Date	9/30/15
Measure	Timeliness, quality, and completeness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Sharee Dickinson				
MSA Lead	Lori Fritz				

COMPLETION CRITERION 1.1.5					
For the areas of computer support, facility occupancy, training, roads and grounds, and warehouse services, develop new performance measures and begin measuring and recording performance data by 2/1/15. Evaluate the effectiveness of the measure and the calculation methodology for all developmental performance measures by 6/30/15 to determine if the measures achieved their intended purpose, and propose FY16 performance targets by 9/30/15.				Fee	1%
				Due Date	9/30/15
Measure	Timeliness, quality, and effectiveness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Jeff Bird				
MSA Lead	PK Brockman				



PERFORMANCE INCENTIVE 2.1					
Demonstrate MSA's responsiveness and alignment of resources and equipment to meet the cleanup contractors' project requirements in support of key milestones.				Fee	9%
<b>Strategic Area 2.0:</b> Efficient Site Cleanup					
<b>Alignment to the Cleanup Mission:</b> Align resources to efficiently meet site mission needs, strategically align capabilities to the cleanup mission, and implement technologies that reduce cost and improve support for site customers.					

COMPLETION CRITERION 2.1.1					
Demonstrate that the following business performance measure targets were met.				Fee	7%
				Due Date	9/30/15
Measure	See business performance measures below	Performance Level	See below	Fee Range	See below
DOE Lead	Jeff Bird				
MSA Lead	PK Brockman				

Description	Measure	Perform. Level	Fee Range
Rapid Re-alignment of Resources (usage-based services)	Cumulative year-to-date percent composite over/under liquidation rates of usage-based services pools	±0-5% ±6-7% >±7%	91-100% 76-90% 0-75%
General and Administrative (G&A)	Percent variance from the FY15-established G&A rate	+0-5% +6-7% >+7%	91-100% 76-90% 0-75%

COMPLETION CRITERION 2.1.2					
Reduce the Information Technology (IT) infrastructure footprint considering options such as data centers, IT facilities, towers, etc. and submit an execution schedule for approval by 12/31/14. Implement the FY15 actions per the approved schedule.				Fee	2%
				Due Date	9/30/15
Measure	Timeliness, quality, and completeness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Sharee Dickinson				
MSA Lead	Todd Eckman				

PERFORMANCE INCENTIVE 3.1					
Maintain operational readiness and realize efficiencies through integration, standardization, and consolidation of security systems.				Fee	13%
<b>Strategic Area 3.0:</b> Safe and Secure Operations					
<b>Alignment to the Cleanup Mission:</b> Maintain high standards for safe and secure operations					

COMPLETION CRITERION 3.1.1					
Implement FY15 actions per the HSPD-12 implementation plan.				Fee	7%
				Due Date	9/30/15
Measure	Timeliness, quality, cost, and effectiveness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Corey Low				
MSA Lead	Craig Walton				

COMPLETION CRITERION 3.1.2					
Complete a review of the Hanford Patrol training program to include the application of the Elite Force training to the protection of special nuclear material from a cost versus benefit perspective and compliance. Ensure the program is aligned with the current site protection strategy and any forthcoming emerging requirements. Identify potential cost-savings initiatives and submit an implementation schedule for DOE approval by 3/31/15. Implement FY15 actions of the approved schedule.				Fee	3%
				Due Date	9/30/15
Measure	Timeliness, quality, cost, and effectiveness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Corey Low				
MSA Lead	Craig Walton				

COMPLETION CRITERION 3.1.3					
Develop a long-term strategy to further consolidate fire operations, emergency preparedness, and safeguards and security activities consistent with shrinking the Hanford footprint to the Central Plateau; for example, port of entry, access control, emergency planning zones, etc. Submit for DOE approval a plan to include key milestones and DOE decision points that facilitate out-year budget planning.				Fee	3%
				Due Date	7/31/15
Measure	Timeliness, quality, cost, and effectiveness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Corey Low				
MSA Lead	Craig Walton				

PERFORMANCE INCENTIVE 4.1		
Achieve effective and efficient utilization of Hanford Site through comprehensive and compliant land management.		Fee 10%
Strategic Area 4.0: Site Stewardship		
Alignment to the Cleanup Mission: Provide sitewide, integrated stewardship for the Hanford Site.		

COMPLETION CRITERION 4.1.1					
Perform necessary actions for developing an Area Management Plan such as assemble baseline information, perform gap analyses, develop time-phased maps, determine land use decision considerations, develop communications plan, etc., and complete a preliminary draft plan.				Fee	7%
				Due Date	9/30/15
Measure	Timeliness, quality, cost, and effectiveness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Boyd Hathaway				
MSA Lead	Lori Fritz				

COMPLETION CRITERION 4.1.2					
Complete all FY15 reactor ISS five-year re-entries.				Fee	1%
				Due Date	6/30/15
Measure	Timeliness, quality, cost, and effectiveness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Boyd Hathaway				
MSA Lead	Lori Fritz				

COMPLETION CRITERION 4.1.3					
Lead the integrated contractor team to complete the CERCLA five-year review draft.				Fee	2%
				Due Date	9/30/15
Measure	Timeliness, quality, cost, and effectiveness	Performance Level	Excellent Very Good Good	Fee Range	91-100% 76-90% 51-75%
DOE Lead	Joe Voice				
MSA Lead	Lori Fritz				

PERFORMANCE INCENTIVE 5.1				
Strategic Area 5.0: Comprehensive Performance			Fee	30%
DOE Lead	Gigi Branch			
MSA Lead	Rich Olsen			
<ul style="list-style-type: none"><li>• Support the accomplishment of RL key performance goals.</li><li>• Maintain alignment of cost performance with the negotiated estimated costs contained in the contract.</li><li>• Work with DOE in a spirit of cooperation during the proposal review and negotiation process, including timely and adequate submission of proposals and requests for additional data, timely counteroffers, and conveying a positive and professional attitude to achieve fair and timely settlement of change order proposals or requests for equitable adjustment, and attaining small business goals.</li><li>• Demonstrate operational excellence in business and financial management by fulfilling contractual obligations in a fiscally responsible manner to include, but not limited to, the use of approved purchasing, estimating, property, budget, planning, billing, labor, and accounting systems; and the contractor's management of government property.</li><li>• Provide leadership to improve management effectiveness and collaborate and participate proactively with customers.</li><li>• Measure overall performance under the contract via the use of a comprehensive performance measurement system.</li><li>• Integrate and coordinate all activities required to execute the contract with other Hanford contractors, specifically the timeliness, completeness, and quality of problem identification and corrective action plans.</li><li>• Initiate and provide effective participation in business case analyses and other cross-contractor activities leading to optimal utilization of RL resources (facilities, equipment, material and services) across all Hanford contractors. Continue evaluation and improvement of the Contractor Interface Board and other similar or proposed replacement functions.</li><li>• Demonstrate operational excellence in Safeguards and Security, fire and emergency response, and emergency operations/emergency management by fulfilling contractual obligations in a fiscally responsible manner.</li><li>• Perform work safely and in a compliant manner that assures the workers, public, and environment are protected from adverse consequences.</li></ul>				